

Resume - Dženan Polutak

DoB: 04/MAY/1997

Nationality: Bosnian

Address: Safeta Zajke 384, 71000 Sarajevo (Bosnia and Herzegovina)

Phone: +387 62 760 746

E-mail :[polutak.dzenan@gmail.com](mailto:polutak.dzenan@gmail.com)

**WORK EXPERIENCE**

* Support Developer - (15.01.2024 - )  
  HulkApps & Shop Circle, Sarajevo (Bosnia and Herzegovina)
* Project Team Manager - (15.09.2022. - 05.01.2024 )  
  DDC Multilingual Solutions, Sarajevo (Bosnia and Herzegovina)
* Project Lead Advisor - (26.02.2022. - 15.09.2022)  
  DDC Multilingual Solutions, Sarajevo (Bosnia and Herzegovina)
* Customer Support Specialist, Back Office Agent - (24.02.2020. – 26.02.2022;)  
  DDC Multilingual Solutions, Sarajevo (Bosnia and Herzegovina)
* Driver - guide (01.06.2019.–01.09.2019.; 01.06.2018.–24.08.2018.;)

Rahaty d.o.o., Sarajevo (Bosnia and Herzegovina)

Rahaty d.o.o., Sarajevo (Bosnia and Herzegovina)

* Driver - guide (14.06.2017.–28.09.2017.;)

Reuff d.o.o., Sarajevo (Bosnia and Herzegovina)

Position: **Tour guide-driver**.

Job requires good knowledge of English language, general History and Geography, great communication skills and so on.

* Receptionist 25.10.2016.–03.05.2017.

Hotel Opal Home, Sarajevo (Bosnia and Herzegovina)

* Receptionist 03.02.2015.–23.10.2016.

Hotel Colors Inn, Sarajevo (Bosnia and Herzegovina)

Position: **Receptionist**

Check in, check out and Billing. Job requires great communication skills in English. Providing quality assistance and information to foreigners during their stay in Sarajevo / hotel.  
  
Position: **Customer Support Specialist, Back Office Agent**This position requires handling customer inquiries via phone, chat and emails. Position requires learning and managing the systems, providing above and beyond CES (customer effort score). Providing appropriate solutions for customers, handling complaints, handling back office issues and follow up to resolve any issues customers face.  
  
Position: Project **Lead Advisor**This position requires managing and supporting a team of approximately 15-20 agents. Position requires a Lead Advisor to assist the team in their daily tasks in order for them to provide excellent customer service and journey.  
Lead Advisor is sharing management responsibilities with their Team Manager on a day-to-day basis such as: Attendance, quality checks, performance reviews, feedbacks, organizing coaching sessions and so on.   
Some responsibilities can be marked as ad-hoc.  
  
Position: Project **Team Manager**

This position requires managing a team of approximately 10-15 agents. It requires great coaching skills along with great leadership skills and communication. As a Team Manager, coordination with Service Delivery Managers is one of the key duties along with handling the agent’s quality side.  
  
Position requires organizing work within the team, handling quality and compliance related issues, creating strategies and methods to bring a group of people together in order to work effectively as a team for a common goal, especially online post-COVID 19.  
Fluent communication with the Senior Management to promote learning, increase productivity, promote successful teamwork and increase employee satisfaction.  
Organizing weekly team coaching sessions and/or 121 sessions.   
  
Position requires great technical skills (Word, Excel, Powerpoint etc.), ability to analyze the data efficiently, develop new skills within the team and/or individually etc.

Position: **Support Developer**

As a Support Developer for Shopify Apps, my role revolves around ensuring that Shopify applications are tailored to meet specific business needs. I leverage my expertise in CSS, JavaScript, and React to create and implement customizations, enhancing app functionality and user experience. I collaborate with clients and development teams to diagnose, resolve, and adapt app features, ensuring seamless integration and performance. This position demands a blend of technical acumen, problem-solving skills, and a customer-focused mindset to deliver tailored solutions that align with diverse e-commerce objectives.

**EDUCATION AND COURSES**

From 2017./18. DL student of Faculty of Criminalistics- Sarajevo, Zmaja od Bosne 8;

03.09.2012.–05.06.2015. V High School, Sarajevo (Bosnia and Herzegovina). Sports Medicine, sports anthropology and general sports theory.

18.08.2014.–05.05.2015. KV Driver - High School for professional and certified drivers.

15.03.2023 - 15.04.2023 - WebsitesWorkshop - 30 days of coding - Serbia (online)

**Courses**

ICT Cambridge, Sector of Psychology, Sarajevo (Bosnia and Herzegovina)

Integrative complexity, critical thinking, metacognition, compassion, social intelligence, creative problem-solving, active listening and communication and conflict resolution.. 15/02/2018–25/02/2018  
  
WebsitesWorkshop - 30 dana kodiranja (30 days of coding) - HTML, CSS, JS basics along with Bootstrap.

**Languages**

-Native: Bosnian

-Foreign: English (listening C2, reading, writing, verbal communication - written and verbal form, C1)

**Skills**

- MS office, internet (advanced level),

- Drivers license, AM, B;

**Personal skills**

- Reliable,

- Capable of split second decision making,

- Pleasant, communicative, kind,

- Highly motivated,

- Organized, precise,

- Capable of resolving issues as an individual,

- Team-oriented,

- Clear, effective communication,

- Problem solver,

- Ability to perform a remote management,

- Resourceful

- Great leadership skills,

- Soft skills